

G-01551A-10-0458

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97449

Date: 7/28/2011

Complaint Description: 08A Rate Case Items - Opposed  
19K Decoupling - Gas & Electric

First:

Last:

Complaint By: Beatrice

Tamburri

Account Name: Beatrice Tamburri

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

(Docket Numbers: G-01551A-10-0458)

From: Beatrice Tamburri [mailto:  
Sent: Thursday, July 28, 2011 8:23 AM  
To: Utilities Div - Mailbox  
Subject: Southwest Gas Corporations

Regarding:  
Southwest Gas Corporation  
Docket Numbers: G-01551A-10-0458  
Rate Increase and Decoupling

Arizona Corporation Commission  
DOCKETED

AUG 1 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2011 AUG - 1 P 12:46

RECEIVED

What kind of school yard bullying thinking is Decoupling.

In my opinion the corporation is saying, 'we want this much money and we don't care that you have adjusted your usage to your budget income so that you can pay your bills and maintain your credit, just hand over your Social Security check.

We want a certain amount of money, so regardless of how much service you use, just hand over your pension check.

We want a certain amount of money, so regardless of usage, just hand over your pay check.'

Persons with this kind of crazy bullying-technique-thinking should not be allowed to head up a utility corporation.

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What kind of nonsense is this, that individuals who have acted responsibly and sacrificed to adjust their usage so that they can afford to pay for what service they do use, are being told, it doesn't matter how much you use, you will just pay us whatever we determine we want regardless of how much you use. That is utter nonsense and is, in my opinion, a bullying technique.

Sincerely,

Beatrice Tamburri

Surprise, AZ 85374

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/29

Emailed to Phoenix for docketing. FILE CLOSED.

\*End of Comments\*

Date Completed: 7/29/2011

Opinion No. 2011 - 97449

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